Chartered Trading Standards Institute
ADR Competent Authority

HIES Consumer Code

Schedule 5 Information for ADR Bodies

The Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, require you to supply the competent authority (Chartered Trading Standards Institute) with your Schedule 5 (annual) report when it is due.

The Schedule 5 report must be supplied every year (including when you also supply your biennial report) and must be made available on your website as per the legislation. The Schedule 5 report must be supplied to the competent authority and uploaded onto the website within a month of the anniversary of your date of approval as an approved ADR body.

All details of what must be included in the reports can be found below.

This is the minimum data required for reporting, but any other or extra data supplied would be much appreciated for further insight.

As of 1st January 2021, there have been several amendments made to the legislation due to Brexit. It is no longer a requirement of the legislation to handle cross-border disputes and report on these disputes. However, if you continue to handle cross-border disputes, we would ask that you supply any information in relation to these cases.

Additionally, if your ADR scheme's outcome is binding on either party, please provide us with the percentage of whether the outcome was ruled in the consumer or trader's favour at the end of the Schedule 5 report.

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Schedule 5 - HIES – 1st August 2024 to 31st July 2025

Information to be included an ADR entity's annual activity report

(a) the number of domestic disputes the ADR entity has received;
(*This is the total number including enquiries received, cases handled and disputes rejected)*

No. enquiries received (domestic)	No. enquiries received (cross-border)	No. disputes received (domestic)	No. disputes received (Cross-border)	No. disputes accepted (continued to case) (domestic)	No. disputes accepted (Continued to case) (cross-border)
544	NA	382	NA	382	NA

(b) the types of complaints to which the domestic disputes and cross-border disputes relate;
(please state as many different types as required)

Types of disputes:

- Cancellation / Refunds 29
- Certificate issues 7
- Compensation 78
- Customer service 23
- Failed appointment 5
- Finance and Payment 4
- Generation issues 4
- Incomplete installations 8
- Miss selling 31
- Performance and Estimates 39
- Product 66
- Workmanship 88

(c) a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity;
(please provide description)

Compensation-related complaints have made up a larger proportion of cases during this reporting period. While some claims are justified, there has been a noticeable increase in unrealistic or disproportionate demands from customers.

(d) any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices;
(please provide as much information as possible)

To help manage expectations and reduce unrealistic compensation claims, it's essential to educate customers from the outset. Clear, accessible information should be provided on how renewable systems work, typical performance variations (e.g., seasonal output for solar panels), and what warranties do and don't cover. By setting realistic expectations around system capabilities, maintenance responsibilities, and the complaint resolution process, customers are more likely to feel informed and supported — reducing frustration and improving overall satisfaction.

(e) the number of disputes which the ADR entity has refused to deal with, and the percentage share of the grounds set in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;
(please provide a breakdown of reasons and a total number)

Total no. of disputes rejected	0

Reason	**No. rejected**	**Percentage of rejected**
a) the consumer has not attempted to contact the trader first		
b) the dispute was frivolous or vexatious		
c) the dispute had been previously considered by another ADR body or the court		
d) the value fell below the monetary value		
e) the consumer did not submit the disputes within the time period specified		
f) dealing with the dispute would have impaired the operation of the ADR body		
g) other (enquired too early, not yet complained to trader, trader not member, advice call etc…		

(f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for discontinuation;
(please provide as many reasons as required)

	No. discontinued	**Percentage of discontinued**
Discontinued for operational reasons	0	

Reasons for discontinuation:

(g) the average time taken to resolve domestic disputes and cross-border disputes;
(please provide the average time from receipt of complaint to closure, AND the average time from complete complaint file to closure)

	Domestic	**Cross-border**
Average time taken to resolve disputes (from receipt of complaint)	3 days (1st Stage days 1-8)	
Average time taken to resolve disputes (from 'complete complaint file')	15 days (2nd Stage)	

(h) the rate of compliance, if known, with the outcomes the alternative dispute resolution procedures (amongst your members, or those you provide ADR for)
(this is the number of traders who complied with the proposed outcome. Please provide a percentage)

We do not actively measure or monitor this aspect. However, it is worth noting that instances where consumers return due to non-adherence to the agreed-upon terms are exceptionally rare.

(i) This point has been removed in amendments on 1 January 2021

Please add any additional information or data you think might be useful or interesting at the bottom of this report.

(any extra data provided is useful)

The Schemes underwent their ISO 9001 surveillance audit on 28th July 2025 and passed with no non-conformities. They have successfully maintained this accreditation for two years.